

18 CHAPTER: RESET LOCALITY USER'S PASSWORD

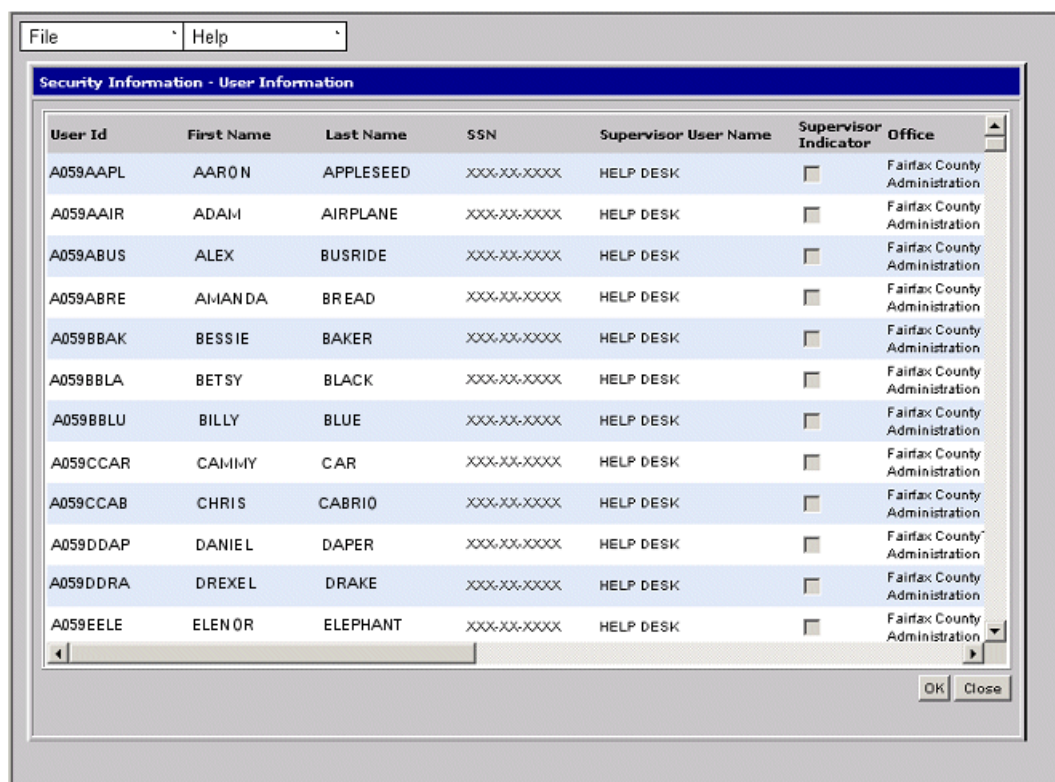
18.1 Overview

When Locality Users forget their password to the IRMS Web application, Primary Security Administrators have the ability to reset the user's password online. This is accomplished from the User Information window. This will also unlock their account, if it was locked because the user entered the wrong password too many times. Primary Security Administrators will only have access to information for users for whom they are responsible. If a locality user IRMS account is deactivated, the Primary Security Administrator should contact the Help Desk for assistance at 1-866-637-8482.

Passwords must be between 8 and 16 characters and must include at least one numeric character. Twelve generations of passwords are retained. Therefore, users cannot reuse a password until after 12 password change cycles. Users will become locked out of the system after the 5th unsuccessful login attempt.

Passwords must be changed every 60 days. Users will receive a prompt to notify them when their password has expired.

The illustration below is the Security Information – User Information window with the scroll bar to the left.



User Id	First Name	Last Name	SSN	Supervisor User Name	Supervisor Indicator	Office
A059AAPL	AARON	APPLESEED	XXX.XX.XXXX	HELP DESK	<input type="checkbox"/>	Fairfax County Administration
A059AAIR	ADAM	AIRPLANE	XXX.XX.XXXX	HELP DESK	<input type="checkbox"/>	Fairfax County Administration
A059ABUS	ALEX	BUSRIDE	XXX.XX.XXXX	HELP DESK	<input type="checkbox"/>	Fairfax County Administration
A059ABRE	AMANDA	BREAD	XXX.XX.XXXX	HELP DESK	<input type="checkbox"/>	Fairfax County Administration
A059BBAK	BESSIE	BAKER	XXX.XX.XXXX	HELP DESK	<input type="checkbox"/>	Fairfax County Administration
A059BBLA	BETSY	BLACK	XXX.XX.XXXX	HELP DESK	<input type="checkbox"/>	Fairfax County Administration
A059BBLU	BILLY	BLUE	XXX.XX.XXXX	HELP DESK	<input type="checkbox"/>	Fairfax County Administration
A059CCAR	CAMMY	CAR	XXX.XX.XXXX	HELP DESK	<input type="checkbox"/>	Fairfax County Administration
A059CCAB	CHRIS	CABRIO	XXX.XX.XXXX	HELP DESK	<input type="checkbox"/>	Fairfax County Administration
A059DDAP	DANIEL	DAPER	XXX.XX.XXXX	HELP DESK	<input type="checkbox"/>	Fairfax County Administration
A059DDRA	DREXEL	DRAKE	XXX.XX.XXXX	HELP DESK	<input type="checkbox"/>	Fairfax County Administration
A059EELE	ELEENOR	ELEPHANT	XXX.XX.XXXX	HELP DESK	<input type="checkbox"/>	Fairfax County Administration

This second illustration of the Security Information – User Information window below is scrolled further to the right to display additional fields.

Security Information - User Information				
Office	Section	Unit	Job Title	User Work Phone Number
Fairfax County Tax Administration	N/A	External	Employee	(703) 555-1234
Fairfax County Tax Administration	N/A	External	Employee	(703) 555-1235
Fairfax County Tax Administration	N/A	External	Employee	(703) 555-1236
Fairfax County Tax Administration	N/A	External	Employee	(703) 555-1237
Fairfax County Tax Administration	N/A	External	Employee	(703) 555-1238
Fairfax County Tax Administration	N/A	External	Employee	(703) 555-1239
Fairfax County Tax Administration	N/A	External	Employee	(703) 555-1240
Fairfax County Tax Administration	N/A	External	Employee	(703) 555-1241
Fairfax County Tax Administration	N/A	External	Employee	(703) 555-1242
Fairfax County Tax Administration	N/A	External	Employee	(703) 555-1243
Fairfax County Tax Administration	N/A	External	Employee	(703) 555-1244
Fairfax County Tax Administration	N/A	External	Employee	(703) 555-1245

This third illustration of the Security Information – User Information window below is scrolled all the way to the right to display the remaining fields on the window.

File
Help

Security Information - User Information

Unit	Job Title	User Work Phone Number	User Status	Spouse SSN
External	Employee	(703) 555-1234	Terminated	XXX-XX-XXXX
External	Employee	(703) 555-1235	Active	XXX-XX-XXXX
External	Employee	(703) 555-1236	Active	XXX-XX-XXXX
External	Employee	(703) 555-1237	Active	XXX-XX-XXXX
External	Employee	(703) 555-1238	Active	XXX-XX-XXXX
External	Employee	(703) 555-1239	Active	XXX-XX-XXXX
External	Employee	(703) 555-1240	Terminated	XXX-XX-XXXX
External	Employee	(703) 555-1241	Active	XXX-XX-XXXX
External	Employee	(703) 555-1242	Active	XXX-XX-XXXX
External	Employee	(703) 555-1243	Active	XXX-XX-XXXX
External	Employee	(703) 555-1244	Active	XXX-XX-XXXX
External	Employee	(703) 555-1245	Active	XXX-XX-XXXX

OK
Close



Security Information – User Information Fields

The table below lists the fields in the Security Information – User Information window and provides a brief description of each.

Field	Field Type	Description
User ID	System Generated	A unique number assigned to the user.
First Name	System Generated	First name of the user.
Last Name	System Generated	Last name of the user.
SSN	System Generated	Blocked for security purposes.
Supervisor User Name	System Generated	The name of the User's Primary Security Administrator as submitted to the TAX Security Administration team on a Security Administration Authorization (SAA) form via fax.
Supervisor Indicator	System Generated	When checked, indicates the User is also a Primary Security Administrator.
Office	System Generated	The User's county, city, or town.
Section	System Generated	Indicates that the User is either from a Treasure's office, Commissioner of Revenue office, or Court.
Unit	System Generated	Identifies the User as "External" to TAX.
Job Title	System Generated	A job identifier in IRMS for the Locality Representative.
User Work Phone Number	System Generated	The work number for that user.
User Status	System Generated	Identifies the current user status in IRMS (i.e. active, inactive, or terminated).
Spouse's SSN	System Generated	Block for security purposes.

User Information Window

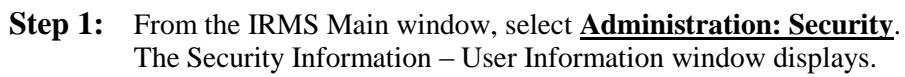
The illustration below is the User Information window.

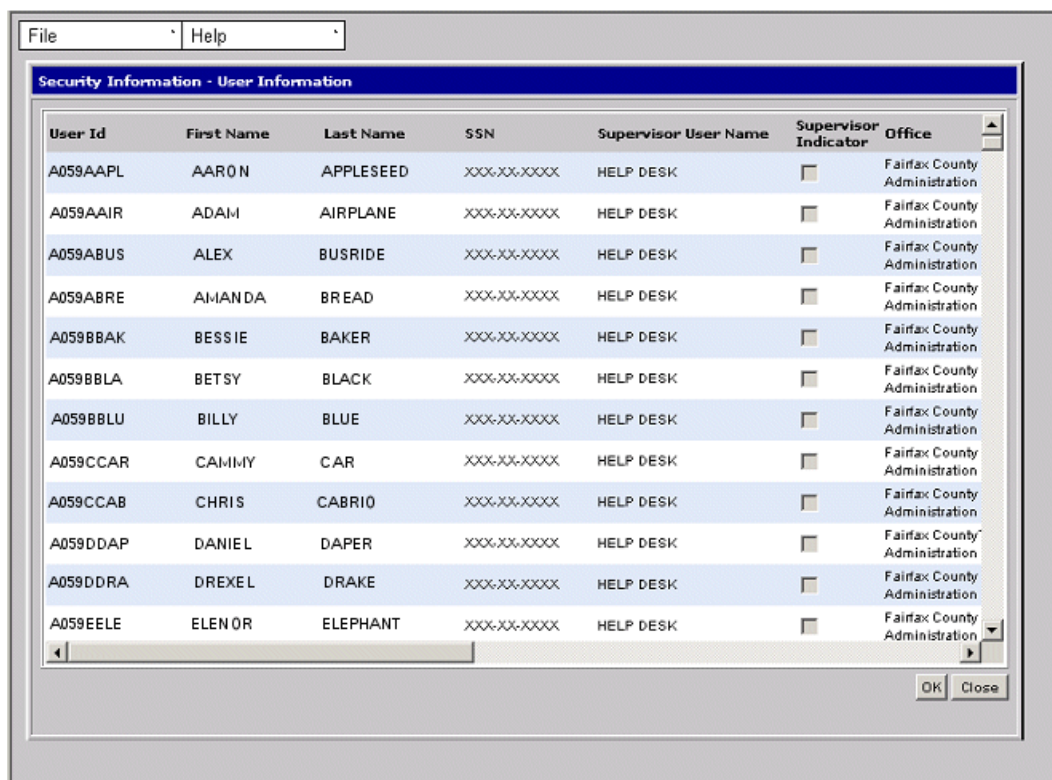
User Information Fields

The table below lists the fields in the User Information window that you use to reset the password. A brief description is also provided.

Field	Field Type	Description
Password	Required	The new password the User will use. The password must be between 8 and 16 characters and must include at least one numeric character.
Confirm Password	Required	The new password re-entered to ensure that it matches the first one typed.

To reset a password for a User, the following steps are performed:





Step 2: Scroll **Down** to locate the name of the User whose password you want to reset.

Step 3: **Double-click** on the line containing the name of the User.
The User Information window displays.

User Information

User ID: VATAXD00

First Name: VaTax

Last Name: Developer

SSN: XXX-XX-XXXX

Spouse SSN: XXX-XX-XXXX

TAX Rep Status: Active

Start Date: 05/01/2002

Inactivity Date:

☒ All Claims Indicator

Agency Number 1:

Agency Number 2:

Agency Number 3:

☒ Supervisor Indicator

☒ Monitor Access Indicator

Assigned Security Groups

Programmer/Analyst - AR Application Security Administration

Job Title: TEMP DATA

Office: NA

Section: NA

Unit: NA

Phone Number: (804) 000-0000

Extension:

Email:

Supervisor: Ken Stringfellow

Supervisor Phone Number: (804) 000-0000

Supervisor Email:

☐ External User Indicator

Fips Code:

Office Type:

☐ All Correspondence Review

☐ Free Form Correspondence Review

Change Password

Password:

Confirm Password:

Save Close

Step 4: Type the new password in the **Password** field.

Step 5: Type the new password again in the **Confirm Password** field.

Step 6: Click **Save**.

The password is reset and the account is unlocked (if necessary).